

Information Governance
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Littlemore Mental Health Centre
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Littlemore
Oxford
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12 July 2018
Our ref: 18190112

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 28 June, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request:

Current A&E GP streaming service:

1. What are the opening hours?
2. How many GPs do you have working at any one time?
3. What is the hourly pay?
4. What is the seniority mix?
5. How many GPs do you have and how many vacancies?
6. What proportion are: a) locums, b) from local practices c) employed by the Trust, or d) other? (If other, please explain)

Between November 1 2017 and April 30 2018:

6. How many patients were seen through A&E GP streaming?
7. What proportion were: a) dealt with in full, b) sent through to A&E, c) referred to their own GP or d) other?

To date (since launching the streaming service):

8. How many patient complaints have you received concerning A&E GP streaming?

Response:

Oxford Health NHS FT is a provider of specialist secondary mental health services and specialist community health services. Acute and ED services are provided in Oxfordshire by Oxford University Hospitals. The Trust does not provide such services and therefore hold no information in relation to this request.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance